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APR 18 2002

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PTO/SB/08A (08-00)

Substitute for form 1449A/PTO INFORMATION DISCLOSURE STATEMENT BY APPLICANT <i>(use as many sheets as necessary)</i>				<i>Complete if Known</i>	
				Application Number	09/942,833
				Filing Date	08/29/2001
				First Named Inventor	Courtney
				Group Art Unit	2123 2128
				Examiner Name	Not Assigned
Sheet	1	Or	2	Attorney Docket Number	CNTW-008/00US

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U.S. PATENT DOCUMENTS					
Examiner Initials*	Cite No. ¹	U.S. Patent Document		Name of Patentee or Applicant of Cited Document	Date of Publication of Cited Document MM-DD-YYYY
		Number	Kind Code ² (if known)		
T.P.		4,991,089		Shorter, David U.	02/05/1991
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Examiner Signature	Thai Phan	Date Considered	2/28/05
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² See attached Kinds of U.S. Patent Documents.



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Substitute for form 1449B/PTO				<i>Complete if Known</i>	
INFORMATION DISCLOSURE STATEMENT BY APPLICANT <i>(use as many sheets as necessary)</i>				RECEIVED	
Application Number		09/942,833		APR 23 2002	
Filing Date		08/29/2001			
First Named Inventor		Courtney			
Group Art Unit		2123		Technology Center 2100	
Examiner Name		Not Assigned			
Sheet	2	Of	2	Attorney Docket Number	
CNTW-008/00US					

FOREIGN PATENT DOCUMENTS

OTHER PRIOR ART - NON PATENT LITERATURE DOCUMENTS

Examiner Initials*	Cite No. ¹	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published.	T ²
T.P.		Managing Managed Network Services: The Service Provider Blind Spot; Infonetics Research, The Networking Information Source; June 2000 (18 pages)	
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T.P.		ISM Customer - Aware™ Service Profiling; CoManage Corporation; As of December 5, 2000 (2 pages)	
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Examiner Signature	Thai Phan	Date Considered	2/28/05
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² For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document.

³ Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST. 16 if possible.

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Substitute for Form 1449A/PTO

**INFORMATION DISCLOSURE
STATEMENT BY APPLICANT**

(use as many sheets as necessary)

Sheet

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of

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Complete if Known

Application Number	09/942,833
Filing Date	08/29/2001
First Named Inventor	Courtney
Group Art Unit	2123 2128
Examiner Name	[Not Yet Assigned]

Attorney Docket Number CNTW-008/00US

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		Number	Kind Code ² (if known)		
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		Office ³	Number ⁴	Kind Code ⁵ (if known)			
T.P.		EP	0 762 281 A3		IBM	03/31/1999	
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Substitute for form 149A/PTO TRADEMARK OFFICE		Complete if Known	
INFORMATION DISCLOSURE STATEMENT BY APPLICANT <i>(use as many sheets as necessary)</i>		Application Number	09/942,833
Sheet	2	of	2
		Filing Date	08/29/2001
		First Named Inventor	Courtney
		Group Art Unit	2123
		Examiner Name	[Not Yet Assigned]
		Attorney Docket Number	CNTW-008/00US

OTHER PRIOR ART - NON PATENT LITERATURE DOCUMENTS		
Examiner Initials*	Cite No. ¹	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published.
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T.P.		PCT/US 01/45671 – Written Opinion dated 12/13/2002

Examiner Signature	Thai Phan	Date Considered	02/
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				First Named Inventor	Courtney
				Group Art Unit	2123 2128
				Examiner Name	[Not Yet Assigned]
				Attorney Docket Number	CNTW-008/00US

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T.P.	5,581,764			Fitzgerald et al.	12/03/1996
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